

Improving



The effect of PPG's findings on the Department of Work and Pensions was particularly far-reaching, both stimulating debate in the wider policy community and acting as a catalyst for reform.

The report's conclusions were hard-hitting: the Department was conducting only 0.5 per cent of its transactions online, well below the level of other government departments, and the accuracy and accessibility of its online information gave cause for concern.

Dunleavy and PPG colleagues presented key policy lessons at several high-profile seminars for policy-makers and academics. Dunleavy also drew on